



Tomeakia L. Pressley

South Carolina Department of Motor Vehicle

Dealer License & Audit Unit

CPM 2019 Project - Dealer License Online Automation Renewal

February 8, 2019



Appendix:

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Introduction

Established in 1917 by the South Carolina State Highway Commission, the Department was first named the Division of Automobile Licensing and Registration. In 1993, the South Carolina Tax Commission merged with the Division of Motor Vehicles and the Alcoholic Beverage Control Commission to form the Department of Revenue. In 1996 the Division of Motor Vehicles was re-assigned to the Department of Public Safety, placing all vehicle functions within one agency. Commonly called “The Highway Department” the General Assembly created the Department of Motor Vehicles as a standalone organization within the Executive Branch in 2003. (SCDMV 2019).

The Department of Motor Vehicles administers general services, driver services, and vehicle services. The organization is one of sixteen state agencies within Governor Henry D. McMaster’s cabinet. Executive Director Kevin A. Shwedo was appointed in 2011 to oversee the organizations functions, operations, and duties.

The agency operates sixty-six customer service centers across the state. The majority of these customer service centers offer full-service transaction with expanded capabilities in some offices. Seven of these locations provide Dealer Services all accept dealer work.

Mission

South Carolina DMV’s mission is to administer the state's motor vehicle licensing and titling laws by maintaining strict controls to deliver secure and valid identification, licenses, and property records, while accurately accounting for the receipt and timely distribution of all revenue collected in order to best serve citizens. (SCDMV 2019)

To accomplish this task, the DMV will administer South Carolina’s motor vehicle laws in an efficient, effective, and professional manner. The Agency is devoted to deliver accuracy and

security in all transaction documents and to provide the highest levels of customer service to the citizens of the state (SCDMV 2019).

Vision and Values

South Carolina DMV strides toward its vision as a model state agency delivering exceptional customer service; promoting effective and efficient business processes; professional employees; innovative technology; and strategic partnerships (SCDMV 2019). The agency's values consist of three key aspects which are Competent, Committed, and Courteous.

Goals

South Carolina Department of Motor Vehicle's sustainable goals are as following:

- Deliver an excellent customer service experience while upholding the existing law that governs agency operations.
- Minimize the risk of fraud and breaches.
- Invest in employees through development and recognition opportunities
- Modernize customer service delivery methods.

Dealers License and Audit Unit

Among several aspects of the DMV is the Dealer's License and Audit Unit. This section administratively regulates entities that are in the business of buying, selling and trading of motor vehicles. The unit inspects and monitors the overall operation of all motor vehicle businesses in South Carolina. We also investigate all offenses and complaints against such entities. Our purpose is to educate dealers, wholesalers, and auctions on the requirements mandated by statute and or Department policy.

Automobile Dealers, Wholesalers, and Auctions

South Carolina has a total of three thousand four hundred fifty-two active motor vehicle dealer licenses. The state offers six different types of licenses such as wholesale, motorcycle wholesale, wholesale auto auction, recreational vehicle dealer, motorcycle dealer, and motor vehicle dealer; which is the most commonly issued license. The total listed above includes franchise and independent businesses. All licenses and demonstration plates are valid for twelve consecutive months.

Meeting their Needs

Various active franchise and independent licensees were polled. They were given a five-question Dealer Survey (Appendix H). License holders were asked to complete the survey in addition to adding any suggestions, comments, concerns, issues, or complaints related to their motor vehicle dealer business license.

Dealer Survey Questions:

- 1. What could DMV do to make it easier for you as a dealer to serve your customers?*
- 2. What changes would you like to see made in our Dealer License renewal process?*
- 3. Do you have any suggestions to improve our customer service?*
- 4. Do you have access to the internet and familiar with utilizing the internet?*
- 5. What information would you like to see added to the website to help answer any of your questions?*

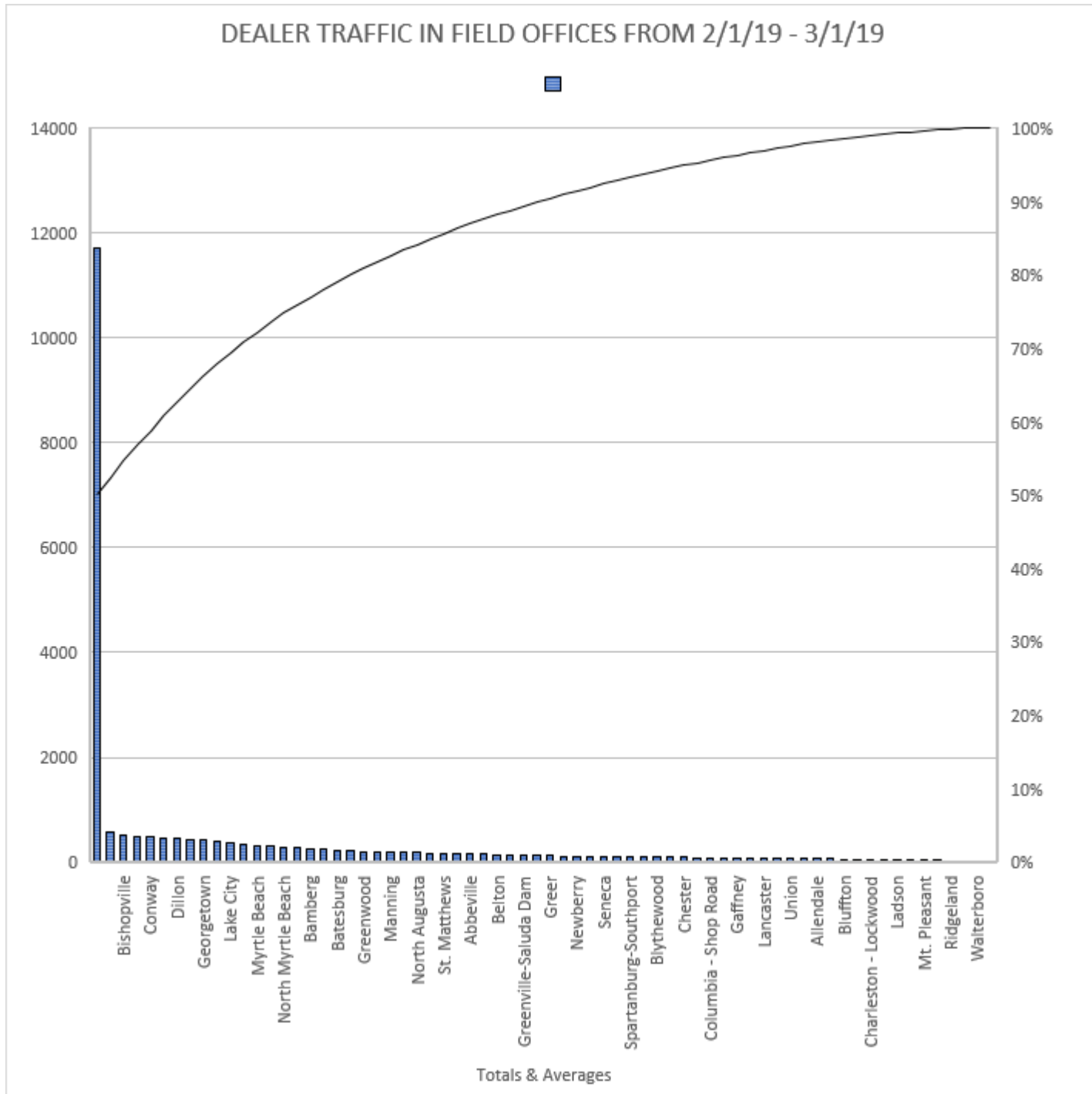
Data analyzed from the completed surveys suggest, seventy percent of dealer licensees prefer an online or more convenient method to renew the license. Implementing an online renewal process would benefit the dealer licensee and the Department of Motor Vehicles.

Q-Flow

The agency has made improvements and decreased customer wait time thanks to its customer queuing system called Q-Flow. This tool allows the agency to review how long each customer spends in the office, which helps assess how long each task may take. It also offers a record in case there are complaints (Q-nomy 2019). Tracking specific customers is another advantage of this software.

Motor Vehicle licensees are one of the many customers that are served at the local DMV branch offices. Unlike the general public who could visit any branch office at any time, motor vehicle businesses are subject to specific times. The operations of motor vehicle businesses consist of their required duty to process transactions with the department for their customers. With this obligation alone, dealer businesses can make several trips to the DMV branch offices. It is resulting in time away from their dealerships with the potential of missing out on sales and the loss of revenue.

The Q-flow data below shows the foot traffic of dealer's visits into the branch offices.

Dealer Traffic in the Field Offices

Association Support

South Carolina Automobile Dealers Association also known as SCADA represents new car and truck franchised Dealers across the state of South Carolina and advocates on behalf of its members in public policy, regulatory issues and economic developments that impact the automotive industry. SCADA works to forge meaningful and mutually beneficial relationships between auto dealers and they're local, state and federal representatives. (SCADA 2019)

The Carolina Independent Automobile Dealers Association is also known as CIADA is a non-profit organization in the Carolina's that represents the independent used car dealer. (CIADA 2019)

John Brown, Executive Director of the Carolina Independent Automobile Dealers Association, Kat Messenger, Owner of Carolina Dealer Training as well as E. Sims Floyd Jr., Executive Vice President, of the South Carolina Automobile Dealers Association all support the DMV's move into modernizing the license renewal process.

Current License Renewal Process

Each dealer license renewal fee is fifty dollars and twenty dollars per each demonstration plate. To renew the license and plates, applicants must complete the following DLA-1 Application for a Dealer or Wholesaler License (Appendix B), attach and the DLA-1C Certification of Vehicle Sold by Dealer (Appendix C), or CVR Transaction letter (Appendix D), AD-808A Affidavit of Eligibility (Appendix E), National Criminal Report (Appendix F) along with proof of commercial garage liability insurance (Appendix G). All documents must be taken to anyone of the sixty-six branch field offices. There a DMV representative would process the package by updating information in DMV's Phoenix software system, resulting in a license that

reflects a new expiration (Appendix I). The dealer customer is then given the renewed license along with dealer demonstration plate registration and decals.

Proposal for Revised License Renewal Process

To stay aligned with the agency's mission and vision the motor vehicle dealer license renewal process should be updated to incorporate the use of technological tools. This change in the license renewal process targets the agency's goal of "modernizing customer service delivery methods." Implementing an online license renewal system will ensure efficiency. In addition to strengthening the relationship between motor vehicle dealer businesses and the department.

Proposal Projection

South Carolina Department of Motor Vehicles currently offers some online transactions through its existing web-based portal public services website.

<https://www.scdmvonline.com/SCTRNS/Public/TransactionList.aspx>

Driver Services

- Obtain a Duplicate Driver's License (\$)
- Driver Record Points Summary
- Obtain Your Certified Driver Record (\$)
- Pay Reinstatement Fees (\$)
- Verify Payment Plan Eligibility
- REAL ID Document Check
- Driver License Renewal (\$)

Vehicle Services

- Complete Registration Renewal (\$)
- Obtain a Duplicate Registration Certificate (\$)
- Exchange a plate for a new plate design (\$)
- Replace a Lost, Stolen, or Damaged Plate (\$)
- EZ Online Duplicate Title (\$)

General Services

- Change Your Address
- Emergency Contact

The member service feature offers online provisions for the International Fuel Tax Agreement (IFTA) and International Registration Plan (IRP) users. Utilizing this existing tool as a means for renewing motor vehicle dealer businesses would not impact the agency's cost.

Dealers would log in to the system with their current license and customer number. They would input information that is currently required from the paper application. Licensees would also be able to upload the additional required documents such as the DLA-1C (Appendix C), CVR Transaction Letter (Appendix D), AD-808A Affidavit of Eligibility (Appendix E), National Background Check (Appendix F), and Insurance Declaration (Appendix G) which are all currently required. Next, the business would have the option of submitting their online payment or opting for direct billing for those that have an active dealer account. Once payment is processed the dealer would then be able to print the renewed license. This newly issued license would include a control number indicating its authenticity. A Dealer License and Audit Unit's office staff would then mail the licensee's dealer demonstration plate decal and registration.

Proposal Success Evaluation

The agency is dedicated to its commitment of delivering high levels of customer service. As always we encourage our customers to give us feedback with any issues, concerns or complaints regarding their involvement with the agency. After finalizing the renewal process, licensees would have the option of completing a survey; rating their online renewal experience. This assessment would provide insight on ways in which we could improve the procedure.

Summary

Over the past ten years, the automotive industry has taken more of an online approach. For example, attending an online auto auction to obtain inventory. Then advertising vehicle(s) online for sale and even obtaining online credit applications. The objective to provide an online license renewal process is a move towards an already online presence.

This modification proposal will save valuable time spent away from the dealership. Allowing licensees to complete the process online and having the ability to instantly print the renewed license; will eliminate visits to the local branch office. This process revision would remove the task of dealer license renewing from the front counter customer service representative granting them the availability to complete other tasks.

With the agency's vision in mind of promoting effective and efficient business processes Executive Director Kevin Shwedo, Chief Inspector General Karl McClary, and Dealer License Unit Manager Lisa Bird; have all expressed their full support of this online dealer license renewal proposal. There have been no foreseen challenges in implementing this process.

Upholding the realms of the law and answering to the call of the customer with conventional methods and practices are true examples of the South Carolina Department of Motor Vehicle values of being Competent, Committed, and Courteous.

References

1. Hitt, M. A., Ireland, R. D., & Hoskisson, R. E. (2013). Strategic management: Concepts and cases: Competiveness and globalization (10th ed.). Mason, OH: South-Western Cengage Learning.
2. South Carolina Automobile Dealers Association. (2019). SCADA. Retrieved from <https://scada.org/about/>
3. South Carolina Department of Motor Vehicles. (2019). License Renewal. Retrieved from <https://scdmvonline.com/Business-Customers/Dealers/Renewing-a-Dealer-License>
4. Carolina Independent Auto Dealers Association. (2019). CIADA. Retrieved from <https://www.theciada.com/page/AboutUs>
5. Q-nomy. (2019). South Carolina DMV Case Study. Retrieved from <https://www.qnomy.com/>





South Carolina Department of Motor Vehicles

Requirements for Renewing a Motor Vehicle Dealer or Wholesaler License

DLA-1A (IS)
B
(Est. 02/18)

Appendix 4

To renew a Motor Vehicle License, please complete and submit the following documents to Branch Office. If you have any questions regarding the below renewal process, please contact the Dealer Licensing and Audit Unit at (803) 896-2611.

- ☐ The license renewal fee is \$50.00.
- ☐ Complete Form DLA-1: Application for Dealer or Wholesaler License in its entirety.
- ☐ Renewal applications must include a completed and signed Form AD-808A: Affidavit of Eligibility for each owner who owns or controls 10% or more of the business, who is not a United States citizen.
- ☐ Travel Trailer License renewals, renewing on or after November 19, 2017, must provide a new, original surety bond and Power of Attorney in the amount of \$30,000 or a bond rider increasing the existing surety bond from \$15,000 to \$30,000.
- ☐ Provide an S2Verify Instant National Criminal Search document to any Branch Office if a dealer **renewing** its license—on any individual who owns or controls 10% or more of the business. **The report cannot be more than 90 days old** and can be obtained online at S2Verify Instant National Criminal Search or on the SCDMV website (under the Dealer Licenses tab >> Quick Links). Please contact (855) 671-1933 with any questions regarding obtaining an S2Verify document.

Provide the following documents if are applying for demonstration plates:

- ☐ A list of vehicle sales to qualify for demonstration plates. You must have sold at least 15 vehicles during the previous 12 months (dealer license year) to obtain two demonstration plates. Each additional 15 sales will allow the issuance of another plate. Your plate eligibility will be determined from the DMV's system, which calculates the total sales to SC retail buyers. If the number of SC retail sales does not warrant any or enough sales for plates, you are authorized to submit out of state retail buyers or dealer-to-dealer sales. These sales can be listed on one of the following:
 - a. DMV Form DLA-1C: Certification of Vehicles Sold; or
 - b. CVR Sales Volume Verification letter; or
 - c. Letter size paper (8 ½ x 11) listing a minimum of 15 numbered transactions with Date of Sale, Complete Name and Address of Buyer, Vehicle Year, Make, and VIN

Out of state sales or dealer-to-dealer buys are the only sales to be submitted to your Branch Office.

- ☐ Paper copy of valid commercial (garage) liability insurance. Personal liability insurance policy is not acceptable. NOTE: Name and physical address of insured must match name and physical address of dealership.
- ☐ The dealer demonstration plates are \$20.00 each.

A dealer or wholesaler license applies to only one place of business (of the applicant) and is not transferable to another person or place of business. Any change in information submitted on an initial or renewal application during the license year must be reported in writing to the Dealer Licensing and Audit Unit at one of the below addresses within 30 days after the change occurs.

The following actions CANNOT be completed while renewing a license at a Branch Office and requires a new application with supporting documents to be MAILED to SCDMV Dealer Licensing and Audit Unit, P.O. Box 1498, Blythewood, SC 29016-0023 or, for overnight delivery, to the physical address of 10311 Wilson Boulevard, Blythewood, SC 29016-0023.

- a. Any licensee who is reapplying after having been closed for a year or having a license that has been expired more than 90 days
- b. Any change in license category
- c. Any dealer or wholesaler moving to a new location or address change due to E911 system
- d. Any dealer or wholesaler with a complete change of ownership
- e. Any dealer or wholesaler changing the name of the business

***** The Dealer Licensing and Audit Unit will no longer mail the dealer license renewal notice. To update your file and ensure proper notification concerning your renewal, it is required that you provide the Dealer Licensing and Audit Unit with a current e-mail address. All forms can be obtained at www.scdmvonline.com under Forms & Manuals.**



South Carolina Department of Motor Vehicles

APPLICATION FOR A DEALER OR WHOLESALER LICENSE

DLA-1
(Rev. 7/18)

This form must be completed in its entirety. If space provided is insufficient, please reply on a separate sheet of paper and attach as part of the application. **Submit original bond and power of attorney with application.**

I. Check One	<input type="checkbox"/> Renewal	Check One	<input type="checkbox"/> Wholesale Auction	<input type="checkbox"/> Wholesale
	<input type="checkbox"/> First Time Application		<input type="checkbox"/> Motorcycle Wholesale	<input type="checkbox"/> Motorcycle
	<input type="checkbox"/> Change of: <input type="checkbox"/> Name <input type="checkbox"/> Address <input type="checkbox"/> Category (NOTE: Contact Dealer Licensing Unit to determine if a new bond is required.)		<input type="checkbox"/> Dealer (Retail/Wholesale)	<input type="checkbox"/> Recreational Vehicle

II.	I (we) hereby apply for license to engage in the PRINCIPAL BUSINESS of selling or dealing in motor vehicles within the State of South Carolina.			
Name of Dealership				
Dealership Street Address				
City		State	ZIP	County
Special Mailing Address		City	State	ZIP
Telephone Number:		E-mail Address		
Check Only One: <input type="checkbox"/> Franchised <input type="checkbox"/> Non-franchised				
If franchised, list Make(s) of Vehicles: 1. 2. 3.				

III. DEPARTMENT USE ONLY	
Dealer License #	
License Year	
Date of Issue / /	
Specialist's Code	
Fee Schedule	
Demonstration Plates Assigned:	
Dealer/Wholesaler License Fee (\$50.00)	No.
Demonstration Plate (\$20.00 per plate)	No.
Total	No.
Check One Statement: <input type="checkbox"/> Information below is the same as on computer file <input type="checkbox"/> Changes made to information below	

IV. 1. Do you have a surety bond in effect? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Name of Surety Company	Name of Liability Insurance
Address of Surety Company (Street, City, State, ZIP)	Name of Policyholder
Surety Bond #	Policy #
Effective Date / / to / /	Effective Date / / to / /
Name of Principal	Name of Agent/Agency
Telephone # of Bond Comp. - -	Telephone # of Agent - -

2. Was the business a licensed dealer/wholesaler during the previous years? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, list the license #		Indicate # of demonstration plates assigned	
Average # of employees during previous year			
	# of Motor Vehicles	# of Travel Trailers	# of Motorcycles
PURCHASED (during previous year)			
SOLD (during previous year)			
First time dealers or dealers licensed less than one calendar year	I hereby estimate that I will sell approximately _____ motor vehicles and will insure _____ plates during the upcoming year. I understand that the number of license plates may be increased or decreased according to actual sales.		

3. Was the business a licensed dealer/wholesaler during the previous years? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Are there any records for each vehicle transaction indicated in question 2 which reflect the following:	
A. Dates of purchase and sale	<input type="checkbox"/> Yes <input type="checkbox"/> No
B. Vehicle Identification Number	<input type="checkbox"/> Yes <input type="checkbox"/> No
C. Name and address of seller, purchaser, and copy odometer statement from seller to dealer/wholesaler and from dealer/wholesaler to purchaser. <i>If no, explain on a separate sheet of paper.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No



South Carolina Department of Motor Vehicles
APPLICATION FOR A DEALER OR WHOLESALE LICENSE

DLA-1
(Rev. 7/18)

4. Sales Tax number assigned by S.C. Department of Revenue	(Sales Tax #):		<input type="checkbox"/> Yes <input type="checkbox"/> No
5. Have monthly sales tax reports been filed with the S.C. Department of Revenue?			<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Do you sell motor vehicles on credit?			<input type="checkbox"/> Yes <input type="checkbox"/> No
7. If yes to (#6), have you filed any credit notifications or maximum rate documents with the department of Consumer Affairs?			<input type="checkbox"/> Yes <input type="checkbox"/> No
8. Do you have a Dealer's Manual? (Note: The dealer manual is available at www.scdmsonline.com)			<input type="checkbox"/> Yes <input type="checkbox"/> No
9. Is your business financially backed by another person or business? If yes, give details:			<input type="checkbox"/> Yes <input type="checkbox"/> No
10. Are you a subsidiary company?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your business financially back any other dealer or wholesaler?			<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, list name and address of business:			
Name		Address	
11. Has the applicant, owner, sales personnel, or agent been licensed as a motor vehicle dealer? If yes, answer the following on a separate sheet of paper : a) name of business, b) address, and c) the dates the business was in operation. Also indicate whether any claims or charges of fraudulent or deceptive trade practices or odometer rollbacks were brought against these individuals or entities.			<input type="checkbox"/> Yes <input type="checkbox"/> No
12. Has the owner, applicant, sales personnel, or agent ever been convicted of any offense involving any motor title or registration, auto theft, or odometer rollbacks? If yes, give: a) details, b) name and address of court, c) date of convictions, d) offense convicted of, and e) punishment imposed on a separate sheet of paper .			<input type="checkbox"/> Yes <input type="checkbox"/> No
13. Has the owner, applicant, sales personnel, or agent allowed the use of demonstration plates to operate wrecker in use by the business or to operate vehicle owned by the business that are leased or rented by the public? If yes, give details on a separate sheet of paper .			<input type="checkbox"/> Yes <input type="checkbox"/> No
14. Has the licensed or demonstration plates of your business or any employee of your business ever been suspended or revoked or subject to suspension revocation? If yes, give details on a separate sheet of paper .			<input type="checkbox"/> Yes <input type="checkbox"/> No
15. List: a) complete name (do not use initials), b) address, and c) driver's license number of the actual owner of the business. (Any person who has at least 10% ownership in the business). Please list additional owners on a separate sheet of paper .			
Name of Owner		Residence Address	Driver's License No.
16. List: a) name, b) address, and c) driver's license number of principal sales manager of your business. Please list additional managers on a separate sheet of paper .			
Name of Sales Manager		Address of Sales Manager	Driver's License No.
17. List: a) name, b) address, and c) driver's license number of employees/agents of your business. Please list additional employees/agents on a separate sheet of paper .			
Name of Employee/Agent	Address of Employee/Agent		Driver's License No.
18. Has the applicant met all requirements with the city or county where you're requesting to be licensed?			<input type="checkbox"/> Yes <input type="checkbox"/> No

V. Under penalties of perjury, I declare that I am the owner, partner or corporate officer of the business named on this application and that all the information is true and correct. I further understand that false responses to these questions may result in denial, suspension or revocation of the motor vehicle license being sought and may subject me to prosecution for perjury and other criminal offenses. I have freely and knowingly executed the formalities of an oath in this affirmation and I hereby certify that I am authorized to apply for the license.

Signature of Owner or Corporate Officer (Entity Owned)

Print Full Name (of person signing)

/ /
Date

MAIL ALL FORMS AND DOCUMENTS TO:

South Carolina Department of Motor Vehicles
Dealer Licensing & Audit Unit
P.O. Box 1498 | Blythewood, South Carolina 29016-0023
www.scdmsonline.com | (803) 896-2611

DLA-1C
(Rev. 6/05)

This form may be reproduced as necessary.

The substitution of reports will be accepted on standard size paper with identical information.

Visit our website at www.scdmsonline.com

CVR

To: [REDACTED]

From: [REDACTED] CVR State and Inventory Operations Manager

Re: CVR Transactions for the period 12/1/2017 through 11/30/2018

During the 12 month period mentioned above [REDACTED] processed 240 transactions through the CVR system.

[REDACTED]
CVR State and Inventory Operations Manager
[REDACTED]



South Carolina Department of Motor Vehicles

AFFIDAVIT OF ELIGIBILITY

AD-808A
(Rev. 6/16)

Appendix E

South Carolina law (Section 8-29-10 - The Illegal Immigration Reform Act) requires the South Carolina Department of Motor Vehicles (SCDMV) to verify the lawful presence of any alien 18 years of age or older who has applied for a product or service provided by SCDMV that is defined as a state or local benefit in 8 U.S.C. Sec. 1621.

Motor vehicle dealer licenses, driving school licenses, transporter permits, instructor certifications and safety officer certifications issued by SCDMV meet the federal definition of a state or local benefit. The lawful presence of all aliens 18 years of age and older who apply for any of these licenses and/or certifications must be verified by SCDMV through the U.S. Department of Homeland Security's SAVE database.

SECTION A: LAWFUL PRESENCE IN THE UNITED STATES

LAST NAME	FIRST NAME	MI	SUFFIX	DATE OF BIRTH
BUSINESS NAME			LICENSE NUMBER	
RESIDENT STREET ADDRESS	CITY	STATE	ZIP CODE	
EMAIL ADDRESS	PHONE NUMBER ()			
Please select <u>one</u> of the following:				
1. <input type="checkbox"/> I am a U.S. Citizen				
2. <input type="checkbox"/> I am a legal permanent resident				
3. <input type="checkbox"/> I am not a U.S. citizen or a legal permanent resident but am lawfully present in the United States				

SECTION B: SECURE AND VERIFIABLE DOCUMENT

ALIEN Registration or I-94 Number _____ Expiration Date _____
(must be submitted if not a U.S. Citizen)

Please select one of the following acceptable secure and verifiable documents that can be used to establish your lawful presence in the United States. A photocopy of the document(s) must be submitted with this form. Photocopies of South Carolina credentials are not required. Complete and original documentation must be provided **upon request only**.

1. <input type="checkbox"/> SC Driver's License, Permit or ID Card			
	Date of Issue	Document #	Expiration Date
2. <input type="checkbox"/> Out-of-State issued Driver's License, Permit or ID Card Issued By: State _____			
	Date of Issue	Document #	Expiration Date
3. <input type="checkbox"/> I-551 Alien Registration Card (Permanent Resident Card)			
	Date of Issue	Document #	Expiration Date
4. <input type="checkbox"/> Other: _____ Issued By: (State or Federal Agency) _____			
	Date of Issue	Document #	Expiration Date



South Carolina Department of Motor Vehicles

AFFIDAVIT OF ELIGIBILITY

AD-808A

(Rev. 6/16)

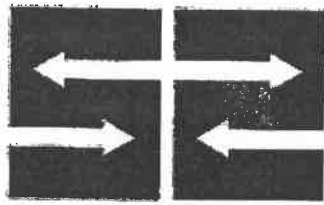
SECTION C: ATTESTATION

- I understand that this sworn statement is required by law because I have applied for or hold a professional or commercial license regulated by 8 U.S.C. Sec. 1621. I understand that state law requires me to provide proof that I am lawfully present in the United States.
- I understand that in accordance with Section 8-29-10 false statements made herein are punishable by law. I state under penalty of perjury that the above statements are true and correct.
- I am the person identified above and the information contained herein is true and correct to the best of my knowledge. I understand that under South Carolina law, providing false information is grounds for denial, suspension or revocation of a license, certificate, registration or permit.
- I understand that the information disclosed above to the SCDMV is subject to verification. I understand that if my lawful presence cannot be verified through the U.S. Department of Homeland Security's USCIS SAVE database the Department will deny, suspend or revoke my license or certification.

Signature

Date

Please print your name as shown on your secure and verifiable document.

**S2VERIFY**

S2Verify, LLC

Phone: 855-671-1933

South Carolina Dept of Motor Vehicles - Dealer Licensing - 10 year Adjudication

7000 Rivers Ave

North Charleston, SC 29406

Phone: 803-896-2611

Profile Information**Name:** [REDACTED]**SSN:** [REDACTED]**DOB:** [REDACTED]**Street:** [REDACTED]**City:** COLUMBIA**State:** SC**Zip:** [REDACTED]**AKA Name:** [REDACTED]**The following are included in this report:**

Search Type	Detail	Status
Past Address History		Complete
Instant National Criminal Search	Nationwide Criminal, Sex Offender and Homeland Security/Patriot Act Database Search	Complete - No Record
Instant National Criminal Search	Nationwide Criminal, Sex Offender and Homeland Security/Patriot Act Database Search	Complete - No Record
County Criminal/Other Public Records Search	Richland, South Carolina	Complete - No Record
Federal Criminal/Other Public Records Search	South Carolina	Complete - No Record

Past Address History

**Social
Security
Number**
Name
DOB
Search ID
**Date
Ordered**
**Date
Completed**

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Results

This search was performed for location purposes

Instant National Criminal Search

Jurisdiction	Nationwide Criminal, Sex Offender and Homeland Security/Patriot
Searched	Act Database Search
Name	[REDACTED]
Searched	[REDACTED]
DOB	[REDACTED]
SSN	[REDACTED]
Search ID	[REDACTED]
Date	[REDACTED]
Ordered	[REDACTED]
Date	[REDACTED]
Completed	[REDACTED]

Results

No records were found.

Instant National Criminal Search

Jurisdiction	Nationwide Criminal, Sex Offender and Homeland Security/Patriot
Searched	Act Database Search
Name	[REDACTED]
Searched	[REDACTED]
DOB	[REDACTED]
SSN	[REDACTED]
Search ID	[REDACTED]
Date	[REDACTED]
Ordered	[REDACTED]
Date	[REDACTED]
Completed	[REDACTED]

Results

No records were found.

County Criminal/Other Public Records Search

Jurisdiction	Richland, South Carolina
Searched	
Name	[REDACTED]
Searched	
DOB	[REDACTED]
Searched	
SSN	[REDACTED]
Searched	
Search ID	[REDACTED]
Date	[REDACTED]
Ordered	[REDACTED]
Date	[REDACTED]
Completed	[REDACTED]
Records	
Searched	10 years - Felony and Misdemeanor
Status	No Records Found

Federal Criminal/Other Public Records Search

Jurisdiction	South Carolina,
Searched	
Name	[REDACTED]
Searched	
DOB	[REDACTED]
Searched	
SSN	[REDACTED]
Searched	
Search ID	[REDACTED]
Date	[REDACTED]
Ordered	[REDACTED]
Date	[REDACTED]
Completed	[REDACTED]
Status	No Records Found
Years	
Searched	10

emailed final report to applicant [REDACTED] on 12/17/2018 11:44 AM

NOTE: Instant National Criminal Search Includes but not limited to OIG, GSA and SAM. This report is furnished to you pursuant to the Agreement for Service between the parties and in compliance with the Fair Credit Reporting Act. This report is furnished based upon your certification that you have a permissible purpose to obtain the report. The information contained herein was obtained in good faith from sources deemed reliable, however the completeness and or accuracy is not guaranteed.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
03/16/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
FEDERATED MUTUAL INSURANCE COMPANY
HOME OFFICE: P.O. BOX 328
OWATONNA, MN 55060

CONTACT
NAME: CLIENT CONTACT CENTER

PHONE

(A/C, No, Ext):

FAX

(A/C, No):

E-MAIL

ADDRESS: CLIENTCONTACTCENTER@FEDINS.COM

INSURER(S) AFFORDING COVERAGE

NAIC #

INSURER A: FEDERATED SERVICE INSURANCE COMPANY

28304

INSURED

INSURER B:

INSURER C:

INSURER D:

INSURER E:

INSURER F:

COVERAGES

CERTIFICATE NUMBER: 6

REVISION NUMBER: 6

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER	N	N		03/01/2018	03/01/2019	EACH OCCURRENCE \$500,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$100,000 MED EXP (Any one person) EXCLUDED PERSONAL & ADV INJURY \$500,000 GENERAL AGGREGATE \$1,000,000 PRODUCTS - COMPOF AGG \$1,000,000
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION	N	N		03/01/2018	03/01/2019	EACH OCCURRENCE \$10,000,000 AGGREGATE
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A				PER STATUTE OTHER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT
A	AUTO DEALER LIABILITY	N	N		03/01/2018	03/01/2019	AUTO LIAB - EA ACCIDENT \$500,000 GENERAL LIABILITY - EACH ACCIDENT \$500,000 - AGGREGATE \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
SEE ATTACHED PAGE

CERTIFICATE HOLDER

337-572-2
SOUTH CAROLINA DEPARTMENT OF MOTOR VEHICLES
PO BOX 1498
BLYTHEWOOD, SC 29016-1498

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



FORM NUMBER: 25 FORM TITLE: CERTIFICATE OF LIABILITY INSURANCE

The ACORD name and logo are registered marks of ACORD

Dealer Survey Questions

- What could DMV do to make it easier for you as a dealer to serve your customers?

Train more people in the local branches to process our DMV Deals

We have sat for over an hour waiting to be called to the window due to only 1 or 2 people being able to process the dealer work. Allow us more time each day to process work instead of limited hours.

- What changes would you like to see made in our Dealer License renewal process?

It would be great if we could scan and e-mail all required documents, and be able to renew online.

- Do you have any suggestions to improve our customer service?

Send Notices via mail or e-mail when certain policies change. We are never aware when certain things that we need to know are changed.

- Do you have access to Internet and familiar with utilizing the Internet? (This will help poll our market of dealers who use the Internet and those who only use paper; which will help structure the internet changes).

Yes. We are already utilizing electronic Services.

- What information would you like to see added to the website to help answer any of your questions?

For us, website seems to be very user friendly, and very informative.

Dealer Survey Questions

- **What could DMV do to make it easier for you as a dealer to serve your customers?**
 - Dealers should be able to come to the DMV from open to close not specific days & times.
 - 5 transactions instead of 3

- **What changes would you like to see made in our Dealer License renewal process?**
 - To be able to do online.

- **Do you have any suggestions to improve our customer service?**
 - More training for the customer representatives
 -

- **Do you have access to Internet and familiar with utilizing the Internet?** (This will help poll our market of dealers who use the Internet and those who only use paper; which will help structure the internet changes). *yes*

- **What information would you like to see added to the website to help answer any of your questions?**

Crystal@jacks motor sports.com

dealerdocuments@scdmv.net

Dealer Survey Questions

- What could DMV do to make it easier for you as a dealer to serve your customers?

Allow all branch CSR's to process dealer work - (it's no different than other work) so that we are not forced to wait forever for a "dealer CSR" to become available. I feel certain that our paperwork is in better order than that of the general public. You could also Lose the "dealer hours".

- What changes would you like to see made in our Dealer License renewal process?

Online renewal ~~would~~ be GREAT.

- Do you have any suggestions to improve our customer service?

Have someone at each branch to Answer The Phone, not just an answering machine promising to call you back within 24 hours. Sometimes we need to speak to branch personnel sooner.

- Do you have access to Internet and familiar with utilizing the Internet? (This will help poll our market of dealers who use the Internet and those who only use paper; which will help structure the internet changes).

Yes, it is 2018. 😊

- What information would you like to see added to the website to help answer any of your questions?

Appendix I



South Carolina Department of Motor Vehicles

LICENSE TO SELL VEHICLES

IN ACCORDANCE WITH SOUTH CAROLINA CODE OF LAWS

LICENSE NUMBER



TYPE LICENSE

DEALER

DATE December 27, 2018

FRANCHISED VEHICLE MAKE (S) NEW



NAME



STREET



CITY



COUNTY



KEVIN A. SHWEDO
EXECUTIVE DIRECTOR

THIS LICENSE EXPIRES
LAST DAY OF

December 2019

Under the South Carolina Legal Immigration Reform Act, the SCDMV must certify the law ful presence in the U.S. of all individuals listed on applications for professional licenses submitted to the Department on or after July 1, 2008. If the Department cannot verify the applicant's law ful presence, then the Department may revoke the license.